



# Red River Authority of Texas

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ZACKARY K. SMITH, Canyon  
JOE L. WARD, Telephone

RANDALL W. WHITEMAN, General Manager  
FABIAN A. HEANEY, Assistant General Manager  
DANNA P. BALES, Executive Assistant  
LANA HEFTON, Controller

September 30, 2019

**Re: Customer Deposits and Establishment of Late Fee**

Dear Valued Customer:

The Board of Directors of the Red River Authority of Texas (the Authority) recently approved changes to utility customer accounts.

Effective October 1, 2019, the Authority will no longer collect or maintain utility customer deposits. Per Public Utility Commission rules, the Authority will credit any deposit a customer may have against the customer's account. The Authority anticipates this to be completed before November 2019.

Additionally, per Public Utility Commission rules, the Authority is implementing a late fee for utility customer accounts which will go into effect with the November 2019 billing. Any water service or sewer service account's monthly bill, which is not paid in full by 5:00 p.m. on the sixteenth (16<sup>th</sup>) of the month will be assessed a ten percent (10%) late fee against the monthly amount due.

Therefore, beginning with the November 2019 utility billing, the potential amount of the late fee will appear on the utility bill along with the monthly amount due so customers will know what the total amount due is if paid after the due date.

Thank you for your patience in this process.

Sincerely,

**RED RIVER AUTHORITY OF TEXAS**

A handwritten signature in black ink, appearing to read "Randy Whiteman", with a long horizontal line extending to the right.

Randy Whiteman  
General Manager

RW:dpb